



## Operations & Systems Specialist

### DESCRIPTION OF WORK:

This is specialized work in supporting information technology equipment and systems for the business, research, and instructional functions of customers. Work involves the advanced use of software and/or hardware tools to provide ongoing services. Will have an expertise with core infrastructure elements and how they interrelate to provide a cohesive computing environment. This work may be specialized as systems architect. Understanding of the configuration of the systems software, applications, and space usage is required for employees to determine impacts as changes and enhancements are made. Work includes optimizing systems performance, troubleshooting systems problems, and analyzing usage and systems load issues of a highly technical nature. Work may include interaction with customers, technicians, analysts, and specialists to troubleshoot problems related to the use of single and/or multiple information systems. May include creation, installation, and modification of software and hardware, testing, and documentation on a variety of platforms. May have final technical decision responsibility.

### COMPETENCIES:

#### CONTRIBUTING

- **Planning and Organizing:** Ability to establish work standards, standard processes and references to assist management in changes.
- **Project Management:** Ability to manage projects of medium to high complexity that includes software installation and migration.
- **Technical Knowledge:** Ability to modify moderately complex operating systems software and assist with design, coding and debugging.
- **Technical Solution Development:** Knowledge of system performance and ability to make recommendations for enhancements or changes to improve performance.
- **Technical Support:** Ability to communicate methods of resolving problems to lower level analysts or client representatives.
- **Consultancy Skills:** Ability to consult with and analyze issues and requests from clients that may require the implementation or creation of a custom solution.

#### JOURNEY

- **Planning and Organizing:** Ability to plan and organize the day-to-day work of others. Ability to reorganize work assignments of other employees and adapt their workload, if necessary, to unanticipated changes. Ability to apply technical judgment to plan and organize tasks to achieve desired outcomes.
- **Project Management:** Ability to manage highly complex projects that includes software installation and migration.
- **Technical Knowledge:** Ability to make sophisticated modifications and modify complex operating software programming. In-depth knowledge of automated operations software and its functioning related to other software.
- **Technical Solution Development:** Ability to identify trends in reoccurring problems and develop appropriate solutions. Knowledge of and ability to analyze operational performance to develop advanced solutions for improvement. Ability to analyze appropriate new technologies and determine implementation based on research.
- **Technical Support:** Serves as a resource in solving problems of high complexity. Knowledge of advanced systems analysis and troubleshooting procedures to independently resolve problems.
- **Consultancy Skills:** Ability to consult with senior level decision-makers, on an on-going basis, to develop long-range strategic alternatives. Ability to analyze and assess client needs to develop effective and appropriate solutions to complex problems.

**ADVANCED**

- **Planning and Organizing:** Ability to lead the development of long-term plans for the work unit.
- **Project Management:** Ability to manage projects that have high impact and/or are of highest complexity. Projects often involve significant changes to infrastructure or the implementation of emerging technologies.
- **Technical Knowledge:** Significant knowledge of highly technical and specialized phases of software systems programming.  
Ability to consult with other analysts and specialists and serve as a technical resource.
- **Technical Solution Development:** Ability to identify and analyze reoccurring problems and serve as an expert in designing system infrastructure.  
Ability to develop and/or implement highly complex information technology solutions to enhance enterprise success.
- **Technical Support:** Skill in the technical consultation related to complex projects.  
Skill and knowledge in a highly specialized area of systems analysis and development.
- **Consultancy Skills:** Ability to provide expertise and consultation on technical issues to committees and boards.  
Knowledge of new or existing technologies to develop solutions and ability to consult with other specialists, analysts, technicians, and vendors.

**MINIMUM TRAINING AND EXPERIENCE:**

Graduation from a four-year college or university with a major in information technology, computer science, or a closely related field and three years of experience in operations analysis and design, systems programming, or a closely related field. Experience in the field of work related to the position's role may be substituted on a year-for-year basis.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.

Degrees must be received from appropriately accredited institutions.